

February TPC Meeting

Members in Attendance:

Kristi Slette, Whatcom Family Community Network
Dean Wight, Whatcom County Human Services
Jessie Ellis, Compass Health
Chris Orr, Whatcom Council on Aging
Neil McKay, Whatcom County Library Systems
Linda Pacheco, Opportunity Council
Jeff Judkins, Opportunity Council
Kathryn DeFilippo, Whatcom County Health Department
Tess O'Reilly, DVSAS
David Roehn, North Sound ACH
Kess Nelson, Whatcom County Health Department
Blake O'Connor, DSHS
Vesla Tonnessen, Whatcom Early Learning Alliance
Jennifer Lewis, Bellingham Technical College
Lisa Sohni, Opportunity Council
Heidi Knickerbocker, Opportunity Council

OPENING

Connection Activity

Name, Pronouns, Affiliations. If New, what brought you here? What is the first thing you can't wait to do post-pandemic?

UPDATES AND DISCUSSION:

Community Outreach and Education

- Have focused efforts on [tax website and resources](#)
 - OC/WABC provided tax season webinar 2/16
- Continuing work on building WABC site resources
 - Met w/ Whatcom Taking Action/SEAS group to discuss sharing resources between our sites
- Resource navigation trainings
 - Presented to 2 OC departments, presenting to Common Threads
- Created Community Resource Internship
 - Outreach to service providers to update resource directory
 - What other kinds of information could be gathered through outreach to community partners? (Discussion)
 - *Kristi: Northsound ASO has a big resource project.*
 - *Vesla: The school district Family Resource Navigators would be a great group to build some more connections with. I have monthly meetings lined up with them for the spring.*
 - *Blake: I am wondering if it would be worthwhile for someone to either regularly or just one off, attend an LPA meeting with the CSO*

- *Kristi: Train the future interns to make new "guides".*
- *Dean: We should develop an integrated work plan around all the work related to creating and maintaining a community resource database, so we are efficient and not duplicative in our work.*
- *Kathryn: OC and WCHD could conduct surveys alongside the resource data they are gathering*

Resource Database

- Lisa and Dean met with Greg Winter (Opportunity Council E.D.), determined Opportunity Council seems like the best place to house a resource database project
- Had demo of Vinculo system
 - <https://www.el-vinculo.org>
 - *"The mission of Vínculo is to develop stable technology infrastructure that enables, promotes and strengthens interconnection and sharing of services between all organizations dedicated to improving"*
 - Still in the process of being built, so there may be potential to build it to meet our needs
 - Advantages and disadvantages of automated updates pulled from websites: reduces work of manual updating, but relies on community websites to be accurate and continually up to date, which is often not the case
- Conversation with Salesforce scheduled
- Case Statement updates
 - Needs Statement
 - Conversation: collecting data on how clients are able/unable to access resources
 - [Google Document](#)
 - *Resource mapping: matrix of initiatives working on resource database projects*
 - *Vesla: I'm wondering if the ACH has a pulse on the regional resource navigation needs. Are our friends in neighboring counties working simultaneously on this and is it worth connecting with them? Is there any needs assessment reports data in other counties?*
 - *Kathryn: We do have data of referral numbers, services requested, number of families that are repeatedly referred, completed/closed referrals*
 - *Kristi: Stacy Miller Malone at Senior I & A has data, needs a time frame. OC has limited analytical data, but can provide information on what referrals were made. Not closed loop, so does not show who did or did not get served.*
 - *Blake: I think it goes without saying that our data is pretty locked up, so I don't know that DSHS could provide concrete numbers, but we could provide feedback or anecdotes from staff*

- *Jessie: If it's logistically feasible, I'd like to ask folks who are using the services themselves. It takes a certain level of faith to lodge a complaint - you have to believe something might change or that it should be different - I'd like to hear from folks who have the lived experience, including those who might not bother to complain anymore. That said, I'm sure our clinical teams could provide anecdotal data.*
- *Kathryn: I don't know if you reached out to the SEAS team, Deirdra. They have lots of data.*
- *Vesla: The past few months, SEAS has been gathering basic needs requests data*
- *Neil: will put out an inquiry and ask of librarians. It will be anecdotal, but will show need regionally.*
- *Kristi: Could Community Healthworker Network be a partner?*
 - Questions added to Google Doc:
 - ASSESSMENT: *If we are to conduct a "winnable" assessment of need.*
 - *What is the purpose of the assessment from your perspective?*
 - *To whom do we target questions (professional end users; community end users)?*
 - *Based on Targeted Audience, What are the right questions*
 - *What time frame will be best for us to look at in your opinion?*
- Vision Statement
 - Conversation: what is our vision?
 - *Sustainability/Capacity to grow and maintain infrastructure.*
 - *Self Service and Professional Service modalities.*
 - *Equity: Robust analytics; Language modes/Translation.*
 - *Technical Vision--Underneath it.*
 - *Dean: I agree with David - That we describe the vision in phases, making sure that each phase not foreclose on moving to the next phase. I-interactive access to resources; II - Resolving privacy and confidentiality issues to allow data sharing about clients seeking services; III. Creating a system of closed loop referral between service providers; IV. Mining the data to inform development of services to fill unmet needs.*
 - *Community Vision--Outward facing*

CIE

- Open conversation for any updates
 - *Kathryn: Help Me Grow expanding data platform. Covid Cares Connect. On a learning right.*
 - *David:*
 - *Covid Cares Connect is not a system, but effort of the state to provide funding to refer to care coordination agencies, elevate connection to needs.*

- *Every region in the state is doing something different. NS ACH looking at supply chain systems.*
- *School Districts: UniteUs is doing a large marketing campaign to connect to Schools via their system.*
- *NS ACH is using innovacer, who contracts with another system called Aunt Bertha. This was chosen because Pierce county is about a year ahead and are looking to leverage statewide collaborations.*
- *NowPow is an information exchange system that schools are working with*
- *Vesla: Help Me Grow. Collecting information at the state level. There is no reason that a broader effort could not launch from Help Me Grow effort at the state. County govt has committed funding for resourcing for families. Advocacy is a piece of this. We may want to create an advocacy group.*

Next meeting: Friday, March 19, 11am – 12:30